

# Residents Liaison Meeting

Date/Time: 08 October 2014 6pm

Venue: Conference Room, Mogden STW

Chair: Richard Aylard CVO, Thames Water



## Attendance

Name		Representing
* Richard Aylard CVO	RA	Thames Water (Chair)
* Gerry McCarthy	GM	London Borough of Hounslow
* Keith Knight	KK	St John's Road Residents Association
* Barry Edwards	BE	Mogden Residents Action Group (MRAG)
* Murray Edwards	ME	Mogden Residents Action Group (MRAG)
* Cllr Linda Green	LG	London Borough of Hounslow
* Cllr Zoe Franklin	ZF	Guildford Borough Council
* Cllr Angela Gunning	AG	Guildford Borough Council
* Paul Stocker	PS	Thames Water – Operations Manager
* Andrew Georgiades	AG	Thames Water – Process Manager
* Ian Ruffell	IR	Thames Water – Team manager
* Lisa McGhee	LM	Thames Water – Communications (temporary post holder. Where necessary actions will be passed onto LM's successor).

Present – Full Time

(\*), Part Time (^)

<b>Item</b>	<b>Description</b>	<b>Action</b>
<b>1.0</b>	<b>Review of previous minutes</b>	
1.1	1.1 Clean-up of the Duke of Northumberland River: Fourteen Thames Water volunteers to perform a clean-up on 15 October 2015. LBH to provide a skip and volunteer.	
1.2	1.2 Going forward mosquito graphs are to be presented showing only trend lines from the following years: 2003, 2010 and 2014. This has been completed and will be done going forward.	
1.3	1.3 EM has now viewed the storm tank data, as he requested in a previous meeting. GM requested that this was added to websites by 17 October 2014. Data to be updated on a quarterly basis, to be reviewed at next residents meeting	AG and LM
1.4	1.6 EG was asked to look into feasibility of covering the storm tank feed channels. Although not in attendance, she sent an update explaining that we do not plan to cover them, because in normal operation they will be empty.	
1.5	1.7 AG advised that the new pump, ordered to further improve anti-foaming on the digesters had arrived. Unfortunately the existing pipework connection failed. New pipework is being sourced, and should arrive within the next few weeks. Update to be given at next meeting. Digesters are recognised as a potential ongoing source of odour.	AG
1.6	2.2 BE raised the point that residents would like more detailed information about site performance, sources of problems and Thames Water's efforts and successes in odour control. LM advised that the next Mogden newsletter contains performance charts, details about improvements on site and will include Odournet results. BE requested that this needs to include what the problem was, what was done, and how successful it was.	LM
1.7	2.6 EG was asked if there is a central team of Thames Water employees who oversee all OMPs. She advised that there is a team, but they are currently on hiatus.	
1.8	2.8 GM provided a graph showing dates of complaints and subsequent visits against the corresponding odour reading. In all but one instance the H <sub>2</sub> S readings were below the trigger level of 0.015ppm. ME suggested that this may indicate that the trigger level is too high, with residents finding odour offensive before it gets to this level.	
1.9	3.2 In a previous meeting, stagnant water resting in storm tank hoppers was raised as a continuing source of odour. PS advised that funding has been secured for our innovations team to start developing solutions. Thames Water's contracted entomologists advise that if this issue is resolved, it will further reduce potential locations for mosquitoes to breed onsite. AG to advise GM when trial will start.	AG
1.10	3.5 Odournet is preparing to analyse some sealed air samples for odour components. Information will be shared when available. In the meantime, AG advised that funding has been secured for the refurbishment of the chemical dosing for all existing OCUs on site (this does not include the two new ones).	LM
1.11	3.3 LM was asked to include the findings of the new Odournet survey in the next Mogden update. She said that this has not yet been released, but the newsletter will be finalised and sent when it is.	LM
1.12	3.5 Thames Water is still waiting for Odournet's analysis of some sealed air samples. They intend to use the output of this analysis to inform any necessary changes in chemical and Ph. levels during the treatment process with the goal of reducing odour. In the meantime, they have already secured funding for the refurbishment of the chemical dosing for all existing OCUs on site (this does not include the two new ones).	
1.13	3.8 LM has updated the Mogden customer website to advise visitors of the current issue with the data monitors.	
1.14	5.3 EG has chased for a release date of the next Odournet report.	

1.15	5.4 EM commented on wider network issues. Thames Water's network department have been in touch with Cllr Mayne about this.	
1.16	5.5 Meeting between BE, EG and GM has not taken place. GM to contact BE regarding this.	GM
1.17	5.7 BE previously said a bearing has gone somewhere onsite, resulting in a high-pitched noise as air is released. AG explained staff have investigated but have not been able to detect this noise, and there have not been any other complaints. BE said noise is still occurring, and it is coming from the power house. AG to investigate.	AG
<b>2.0</b>	<b>Operations and communications update</b>	
2.1	LM advised that the next Mogden newsletter will be released as soon as Thames Water have the Odournet report. RA recommended delivery via Royal Mail as there have been issues with couriers in the past.	LM
2.2	Cecilia Larkin will be taking over as Mogden's Communications Advisor from 3 November 2014.	
<b>3.0</b>	<b>Improving Mogden: Our CEO's commitment</b>	
3.1	Following a letter sent from the leader of LBH, Councillor Steve Curran, Thames Water chief executive Martin Baggs made the following commitments to improving the site: <ul style="list-style-type: none"> <li>- To improve our speed of response to maintenance and general housekeeping issues which could cause odour, Thames Water will be increasing the number of staff working on site.</li> <li>- Thames Water will refurbish equipment and investigate improved technology to further reduce the risk of odour from storm tanks following wet weather events. This work is planned to be completed in November 2014.</li> <li>- Thames Water is also developing a project to reduce the potential risk of odours developing in the storm tank hoppers.</li> <li>- The digester area is a potential source of odour. Further work to improve digester mixing and level control on all 16 digesters will be completed by January 2015.</li> </ul>	
3.2	ME advised that MRAG feels the digesters are still a source of odour. Requested that LBH does a full perimeter sweep of the site daily at the same time. If this cannot be done, he advised that a group of local residents prepared to do it could be sought instead. AG advised that day operators already do a perimeter check of major assets during each shift.	GM
3.3	BE said that governmental code of practice dictates that where odour cannot be controlled the source must be covered. He asked where this starts. PS advised that the number of staff working on site will be increased by five people to help control odour further. BE said that the issue with the site is likely to be its 1935 design, and not the number of people working on it.	
<b>4.0</b>	<b>Customer complaints</b>	
4.1	LM displayed complaint data. This showed that the site had been receiving under ten direct complaints a month, with the exception of October 2014, in which complaints had peaked at almost 20.	
4.2	GM shared complaints data from LBH. This showed that the council had received significantly higher levels of complaints, peaking at 22 in July 2014.	
4.3	GM advised that it is totally unacceptable that odour monitor information has not been available to customers since April 2014. Requested that Thames Water look at all alternatives for displaying the data if it cannot currently be downloaded in the correct format. RA offered to escalate to Head of IS if necessary, PS to advise. PS working with ICA teams to resolve. LM to provide update on odour issue as soon as possible.	PS, LM

4.4	BE asked if Thames Water's odour monitors pick up on anything other than hydrogen sulphide, and if not would a replacement be looked into. PS advised that Jerome monitors are currently the most sensitive and accurate equipment on the market and they only detect hydrogen sulphide	
4.5	BE requested that GM bring snippets of individual complaints to the next meeting so that content can be discussed.	GM
4.6	BE asked if Thames Water has undertaken any tests subjecting staff to odour levels as there is discontinuity between trigger levels and people's tolerance. AG said that many staff on site have had their noses 'calibrated' by Odournet, who expose people to odours and then rank their sensitivity.	AG
<b>5.0 Mosquito survey results</b>		
5.1	Mosquito graphs were displayed comparing average levels between 2003-07, levels in 2010 and 2014 to date.	
5.2	GM asked what Thames Water's entomologist regard as the difference between 'many' and 'few' when they monitor the presence of mosquitoes. LM to investigate and respond.	LM
<b>6.0 Duke of Northumberland River clean up</b>		
6.1	LM advised that Thames Water volunteers would be performing a clean-up of the Duke of Northumberland River on 8 October 2014 and asked attendees where they would like this operation to focus. It was decided that the focus would be the stretch of river to the rear of the site.	
<b>7.0 AOB</b>		
7.1	LM read queries from Ed Mayne who had sent his apologies for the meeting. The first point was that when the extension works were in planning, the site had advised that the storm tanks would only be used for a few days a year. Councillor Mayne said that the data EG had provided him with showed that this was not the case. PS advised that the site is compliant with its permit. The key issue is cleaning the tanks down, but this should be resolved with the increased workforce. The second query was regarding odour from the network in the area. Councillor Mayne said that although an investigation had been conducted, the response had not been satisfactory and that further investigations need to be done on the trunk sewer. LM to follow up with responsible team members in networks. RA advised that he will escalate to Thames Water's head of networks if a suitable resolution is not found by the team, LM to advise.	LM
7.2	BE asked if Thames Water monitors levels of detergents and chlorine in the treated water passed back to the river. He advised that chlorine is the most potent killer of fish. PS advised that chlorine is dispersed in the aeration lanes during treatment. Phosphorus is the most harmful component of treated wastewater, and Mogden has the lowest levels of all sites in our region, with the exception of Basingstoke.	
7.3	BE asked what level of rainfall does there need to be before the storm tanks are used. He advised that his investigations suggest it is 18mm. PS advised that there is no simple or consistent answer, because there are so many factors which affect flows through the treatment works apart from the level of rainfall, such as levels of groundwater (Mogden has a combined sewer system).	
7.4	BE asked if Thames Water will be affected by new 2015 river discharge regulations brought in by the PLA. RA advised that the company will not be as the new rules apply to boats.	

<b>Dates of future meetings</b>	Wednesday 4 February 2015 Wednesday 10 June 2015 Wednesday 7 October 2014	<b>Time</b>	6pm
<b>Location</b>	Conference Room, Mogden STW		